

County answers most commonly asked questions

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Editor's note: The following is the second in a two-part series outlining many of the most frequently asked questions of the county. Many Chesterfield County departments were asked to submit the questions they hear most from citizens. For a complete list of the questions, please visit the Chesterfield County Web site, chesterfield.gov (search under What's New).

Roads

Who is responsible for roadside ditches or drainage problems?

The Virginia Department of Transportation maintains ditches when the road is in the state system. To find out if a road is in the state system, call 674-2800. If the road is not in the state system, the property's developer maintains the ditches. Environmental Engineering is responsible for other drainage concerns. Call Environmental Engineering at 748-1035.

Who do I notify about a streetlight outage?

Please call Dominion Virginia Power (888) 667-3000.

Social Services

How can I get a list of doctors who accept Medicaid?

If you are a Medicaid customer you should call 786-6145, ext. 4. If you are a HMO customer, call (800) 643-2273. This information is also available at the Web site www.dmas.virginia.gov. Go to providers search and enter the category, city and state.

What are your hours to apply for benefits?

Applications are accepted Mondays and Wednesdays, 8 a.m.-3 p.m.; Thursdays 8 a.m.-5 p.m.; and Fridays 8 a.m.-noon.

I lost my Electronic Benefit Transfer (EBT) card. What do I do?

Call (866) 281-2448, seven days a week, 24 hours a day, to report your card as lost or stolen.

Taxes

I just turned 65. Is there any relief for real estate taxes?

There is a Real Estate Tax Relief Program administered by the State Income Tax Section of the Commissioner of the Revenue's Office. An application must be completed to determine eligibility. Applications must be filed no later than April 1.



What payment methods are available to pay my personal property tax, vehicle decal fee, real estate tax or utilities bill?

Customers may pay taxes and utility bills using checks, cash, money orders, major credit cards or direct debits to their bank accounts. Customers may pay through the mail, by telephone or the Internet using a third-party provider, by visiting our office located at the Chesterfield County Administration Building on the first floor from 8:30 a.m. until 5 p.m., or by visiting the Bank of McKenney branches in Ettrick or Matoaca. For more information about personal property taxes and county stickers, please contact the Treasurer's Office at 748-1201.

Trash

What are the hours of operation for the waste-transfer stations?

Monday-Saturday, 7 a.m.-7 p.m., and Sunday, 10 a.m.-7 p.m.

How does the county's trash collection service work?

Trash is collected biweekly. The cost is \$4 per month and is billed in advance every three months. Each bag or can must have a tag. Tags cost \$2 each and are sold in sheets of five. They are sold in room 302 of the Chesterfield County Administration Building or through the mail at Chesterfield County General Services, P.O. Box 290, Chesterfield, Va., 23832.

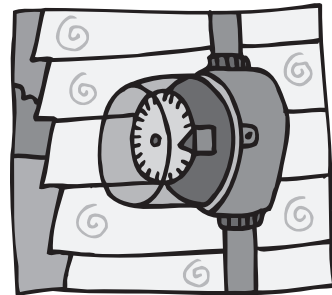


What can I do to reduce my cost at the transfer stations now that the annual decal has been eliminated and the gate fee increased to \$7?

You can purchase any one of the following three Customer Value Cards:

- Card 1: 15 visits for \$60 (\$4 per visit).
- Card 2: 30 visits for \$110 (\$3.66 per visit).
- Card 3: 75 visits for \$220 (\$2.93 per visit).

Customer Value Cards can be purchased at the transfer stations or in room 302 of the Chesterfield Administration Building.



Water and Utilities

Where does my water come from?

Depending on where you live, your water comes from either Swift Creek Reservoir, Lake Chesdin or the James River.

Who do I speak to concerning information about an irrigation meter?

To apply for a meter, call 748-1862. To schedule an installation, call 748-1310.

Where do I go to make my utility payment in person?

You may make your payment in person at the Department of Utilities at 9840 Government Center Parkway, the Treasurer's Office in the Chesterfield Administration Building, or the Bank of McKenney.

How often is my meter read?

The Department of Utilities reads a meter bimonthly, or every two months. We may estimate readings at times for reasons such as inclement weather or inaccessible meters.

My bill is higher than normal. What should I do?

You should check for water leaks, both inside and outside the home. Also, take into account any watering of lawns or gardens. If you do not think either of these are applicable, call the Department of Utilities at 748-1291.

Youths

How can I help my "out-of-control" child?

The Department of Youth Planning and Development maintains a clearinghouse of parent education classes and resources on our Web site at www.chesterfield.gov/humanservices/youthservices. Click on parenting-education classes. Parents with particular challenges may also wish to contact Prevention Services for a consultation regarding their specific needs at 768-7204.

I am a young person and want to volunteer in the community. What can I do?

Visit the Web at www.chesterfield.gov/humanservices/youthservices and click on volunteer opportunities for youths. If you wish to receive a brochure of volunteer opportunities by mail, please call 796-7100.

What services does Youth Planning and Development provide?

Youth Planning and Development is unique because it does not provide direct services to youths. The office promotes positive youth development by providing resource information and referrals for youths and/or families seeking a variety of youth-related services — from sports teams to summer camps, to substance-abuse prevention and/or treatment. Youth Planning and Development can also provide resource materials, educational presentations and research information regarding a variety of youth-related issues.

GENERAL CONTACT INFORMATION

- **General Information**, 748-1000
- **Chesterfield County Web site**, chesterfield.gov
- **Emergency**, 911
- **Police Non-Emergency**, 748-1251
- **Fire and Emergency Medical Services Non-Emergency**, 748-1431
- **Chesterfield County/Colonial Heights Crime Solvers**, 748-0660

- **Animal bites**, Animal Control, 748-1683
- **Animal Shelter**, Animal Control, 748-1683
- **Barking dogs**, Police Department, 748-1251
- **Birth certificates**, Virginia Department of Health, 662-6200
- **Chesterfield County Job Line**, Human Resource Management, 768-7777
- **Child Safety**, Police Department, 796-7051
- **Child Safety Seat Programs**: Police Department, 748-1258; Health Department, 717-6142
- **Concealed Weapons Permit**, Circuit Court Clerk, 748-1241
- **Courts**: Circuit Court Clerk's Office, 748-1241; General District Court, 748-1231; Juvenile and Domestic Relations District Court, 748-1379
- **Deeds and Deeds of Trust**, Circuit Court Clerk's Office, 748-1241
- **Divorce**, Circuit Court Clerk's Office, Civil Division, 748-1241
- **Dog License**, Treasurer's Office, 748-1201
- **Elections**, General Registrar, 748-1471
- **Flu shots**, Health Department, 748-1975
- **Hunter safety classes**, Sheriff's Office, 748-1261
- **Leaf burning**, Fire and Safety Division, 748-1426
- **Marriage license**, Circuit Court Clerk's Office, 748-1241
- **Pavement repair**, Virginia Department of Transportation, 674-2800
- **Real Estate Assessment**, 748-1321
- **Recycling**, Waste and Resource Recovery, 748-1297
- **Smoke detector installation**, Fire and Life Safety Division, 748-1426
- **Speakers Bureau**, Public Affairs, 748-1161
- **Storm Water**, Water Quality Section, 748-1035
- **Wells**, Environmental Health, 748-1610
- **Wills**, Circuit Court Clerk's Office, 748-1289